

Listing of claims

1. (currently amended) A voice command platform comprising:
 - a user communication interface for communicating with users via a telecommunications network;
 - a processor;

5 an application-processing module executable by the processor to process voice command applications, the voice command applications having navigation points, and the voice command applications defining user-prompts, allowed grammars and application-logic, wherein the processor processes voice command applications during voice command sessions with users;

10 a user profile store including a navigation history record respectively for each of a plurality of users, the navigation history record for a given user identifying navigation points of voice command applications that the processor has processed during at least one voice command session with the given user; and
session-restore logic executable by the processor to restore a given voice
command session with the given user based on the navigation history record for the given
user.

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- 2. (original) The voice command platform of claim 1, further comprising:
 - navigation-recording logic executable by the processor to record in the navigation history record for the given user an indication of a navigation point of a voice command

application that the processor has processed during a voice command session with the user.

3. (previously presented) The voice command platform of claim 2, wherein the navigation-recording logic is executable by the processor to record in the navigation history record for the given user each navigation point accessed during the voice command session with the user.

4. (cancelled)

5. (currently amended) The voice command platform of ~~claim 4~~ claim 1, wherein the session-restore logic is executable by the processor to determine that a system disconnect occurred during the given voice command session, and to thereafter restore the given voice command session.

6. (original) The voice command platform of claim 5, wherein the session-restore logic is further executable by the processor to prompt the user for consent to restore the given voice command session.

7. (original) The voice command platform of claim 5, wherein:

the user profile store includes an indication for the given user indicating that the system disconnect occurred; and

the session-restore logic is executable by the processor to determine, based on the indication, that the system disconnect occurred.

8. (original) The voice command platform of claim 5, wherein the session-restore logic is executable to restore the given voice command session by a process comprising:

using the navigation history record for the given user to identify a voice command application that the processor was processing at the time the system disconnect occurred; and

loading and executing the voice command application.

9. (original) The voice command platform of claim 5, wherein the navigation history lists navigation points in order of navigation.

10. (currently amended) The voice command platform of ~~claim 4~~ claim 1, wherein the session-restore logic is executable to restore the given voice command session for a period of approximately 15 minutes after a system disconnect of the given voice command session.

11. (currently amended) The voice command platform of ~~claim 4~~ claim 1, wherein each of a plurality of the voice command applications are VXML applications, and each of a plurality of the navigation points are Universal Resource Indicators.

12. (original) The voice command platform of claim 1, further comprising:
expert-mode-transition logic executable by the processor to automatically transition
the given user to expert-mode user status based on the navigation history record for the
given user.

13. (original) The voice command platform of claim 12, wherein the expert-mode-
transition logic is executable:

to make a determination, based on the navigation history record for the given user,
that the given user has accessed a navigation point at least a threshold number of times;
and

to set an expert-mode user flag in a profile record for the user, in response to the
determination.

14. (original) The voice command platform of claim 1, wherein the telecommunications
network comprises a wireless communications link.

15. (currently amended) In a voice command platform of the type that communicates
with users via a telecommunications network and that executes voice command
applications during voice command sessions with users, a method comprising:

storing, respectively for each of a plurality of users, a navigation history log
5 indicating navigation points of voice command applications that the platform has
executed during at least one voice command session with the user;

using the navigation history log to restore a previous voice command session with the user; and

10 wherein using the navigation history log to restore a previous voice command session with the user comprises:

determining that a system disconnect occurred from the previous voice command session;

15 identifying, based on the navigation history log, a given navigation point of a given voice command application that the platform was executing at the time the system disconnect occurred;

loading the given voice command application from the given navigation point; and executing the given voice command application.

16. (cancelled)

17. (cancelled)

18. (currently amended) The method of claim 17 15, further comprising restoring the previous voice command session with the user at the initiation of a subsequent voice command session with the user.

19. (original) The method of claim 18, further comprising prompting the user for

consent to restore the previous voice command session.

20. (original) The method of claim 15, further comprising:

using the navigation history log to determine that the user should be automatically transitioned to expert-mode user status; and
automatically transitioning the user to expert-mode user status.

21. (original) The method of claim 20, wherein:

using the navigation history log to determine that the user should be automatically transitioned to expert-mode user status comprises using the navigation history log to determine that the user should be automatically transitioned to expert-mode user status with respect to a given navigation point; and

automatically transitioning the user to expert-mode user status comprises automatically transitioning the user to expert-mode user status with respect to the given navigation point.

22. (original) The method of claim 20, wherein using the navigation history log to determine that the user should be automatically transitioned to expert-mode user status comprises:

determining, based on the navigation history log, that a given navigation point has been accessed at least a threshold number of times during at least one voice command session with the user; and

responsively determining that the user should be automatically transitioned to expert-mode user status with respect to at least the given navigation point.

23. (original) The method of claim 15, wherein the telecommunications network comprises a wireless communication link.

24. (canceled)

25. (canceled)

26. (canceled)

27. (canceled)

28. (currently amended) In a voice browser system arranged to execute voice-tag applications and to interface between voice tag applications and users, a method comprising:

5 maintaining a navigation-history record that indicates a user's navigation history through at least one of the voice-tag applications via the voice browser system;

maintaining a use-mode record that indicates whether the user is an expert-user of the at least one voice-tag application;

automatically setting the use-mode record to indicate, per navigation point, that

whether the user is an expert-user or a standard-user of the at least one voice-tag
10 application, based on the navigation-history record;

automatically setting the use-mode record to indicate that, for all applications, the
user is an expert-user in the event that the user is globally designated as an expert user for
all applications that the voice command platform executes; and

when executing the at least one voice-tag application, interfacing with the user
15 according to the use-mode record.

29. (original) The method of claim 28, wherein the at least one voice-tag application
defines a standard set of logic including a standard set of voice prompts and the at least
one voice-tag application defines an expert set of logic including an expert set of voice
prompts, and wherein interfacing with the given user according to the use-mode record
5 comprises:

making a determination that the use-mode record indicates that the user is an
expert-user of the at least one voice-tag application; and
responsive to the determination, executing the expert set of logic rather than the
standard set of logic.

30. (original) The method of claim 29, wherein voice prompts of the expert set are
shorter in duration than voice prompts of the standard set.

31. (original) The method of claim 29, wherein the standard set of voice prompts

includes a voice prompt for a given menu item, and the expert set of voice prompts includes a tone prompt for the given menu item.

32. (original) The method of claim 31, wherein automatically setting the use-mode record to indicate that the user is an expert-user of the at least one voice-tag application, in response to the navigation-history record, comprises:

determining that the user has accessed the given menu item at least a threshold number of times, and responsively setting the use-mode record to indicate that the user is an expert-user of the at least one voice-tag application.

33. (original) The method of claim 28, wherein the at least one voice-tag application defines a standard prompt for a given menu item and an expert prompt for the given menu item, and wherein interfacing with the given user according to the use-mode record comprises:

making a determination that the use-mode record indicates that the user is an expert-user of the at least one voice-tag application; and

responsive to the determination, executing the expert prompt rather than the standard prompt.

34. (original) The method of claim 33, wherein the expert prompt is shorter in duration than the standard prompt.

35. (original) The method of claim 34, wherein the standard prompt is a voice prompt and the expert prompt is a tone prompt.